

December 31, 2020



Dear Family Members, Loved Ones, and Team Members,

This letter is to inform you we have been made aware of two additional team members who have tested positive for COVID-19. This brings our current total to three positive cases, all team members.

The Virginia Department of Health (VDH) has been notified and recommends we continue to adhere to the testing protocol, testing every 3-7 days until there are no new positive cases for a 14-day period. The next round of testing for Team Members and Assisted Living Residents, excluding Memory Care, is scheduled for Monday, January 4 and Tuesday, January 5.

Since we are continuing our testing protocol and have three current positive Team Member cases, our visitation restrictions must remain in place. We will continue to adhere to current protocol in our community including social distancing, wearing personal protective equipment, screening all team members upon reporting to work and holding all meals and one-on-one activities in apartments.

We do recognize that family contact and involvement are essential during these times, and we will continue to do everything we can to keep our families and residents engaged. We will continue to assist families to connect with their loved ones in creative ways, including telephone, email, virtual meetings, Facebook and Facetime.

We are thankful for our team members who are being so careful and for our family members who continue to be supportive of the restrictions we have in place. Please call us at 540-246-0888 if you have any questions.

With warm regards,

Cristen Hackenbracht  
Executive Director